



Hertfordshire and
West Essex Integrated
Care System



Hertfordshire and
West Essex
Integrated Care Board

Presentation to: Administration Celebration Conference

Thursday 8th June 2023

Working together
for a healthier future





Housekeeping



Please keep your mobiles on
silent during the presentations



Exits



No planned fire drills



Comfort Break

Welcome



Tania Marcus
Chief People Officer
HWE ICB



Hertfordshire and
West Essex Integrated
Care System





Agenda



10:00 – Introductions and housekeeping

Draft Admin Career Pathways

Case study- My Career Journey

Skills for Care & HEE Apprenticeships

Break

TEAM- Understanding you & your team

Wellbeing, Resilience and Reasonable Adjustments

Lunch

Career Conversations

Event closes



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Draft Administration Career Pathways

- Working across Health and Social care organisations
- Clear pathways
- Joint education opportunities
- Accessible via Health and Care Academy



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Where might my career in Administration take me?



Hertfordshire and
West Essex Integrated
Care System

Administration staff provide a diverse range of services within our health and social care system, providing essential support behind the scenes and directly with patients, to ensure that everyone can deliver and maintain the best possible care.



Where might my career in Administration take me?



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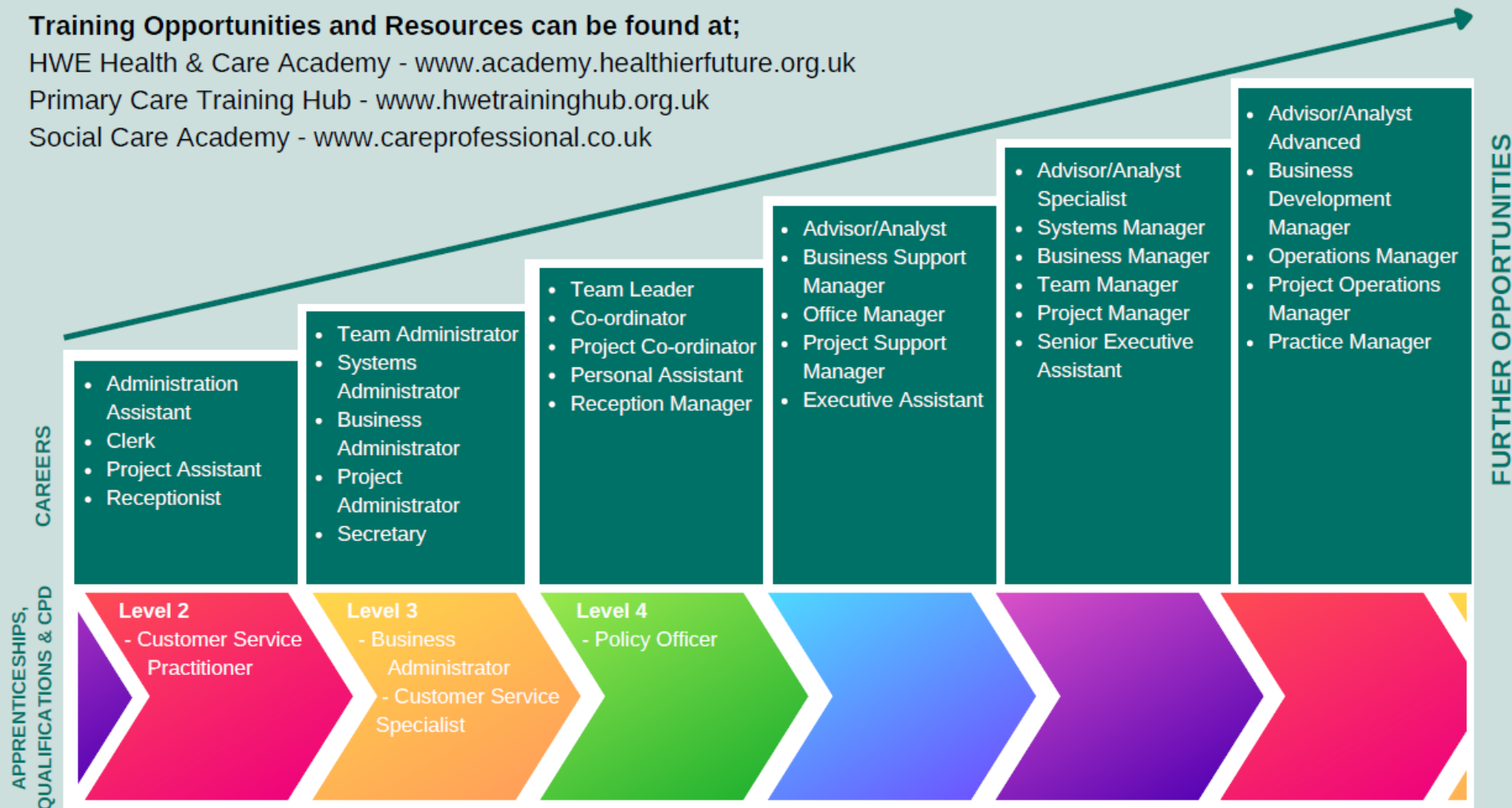
Administration staff provide a diverse range of services within our health and social care system, providing essential support behind the scenes and directly with patients, to ensure that everyone can deliver and maintain the best possible care.

Training Opportunities and Resources can be found at;

HWE Health & Care Academy - www.academy.healthierfuture.org.uk

Primary Care Training Hub - www.hwetraininghub.org.uk

Social Care Academy - www.careprofessional.co.uk



Your Feedback

- Are there other roles you would expect to be included?
- Does this give you a clearer picture of opportunities and what would you like to see?
- What training do you think would be helpful to support development?
- Any other comments



Andrea Horsler

Quality Assurance and Compliance Lead



Hertfordshire Community
NHS Trust



Becci Metcalfe

Locality Manager - (Eastern)



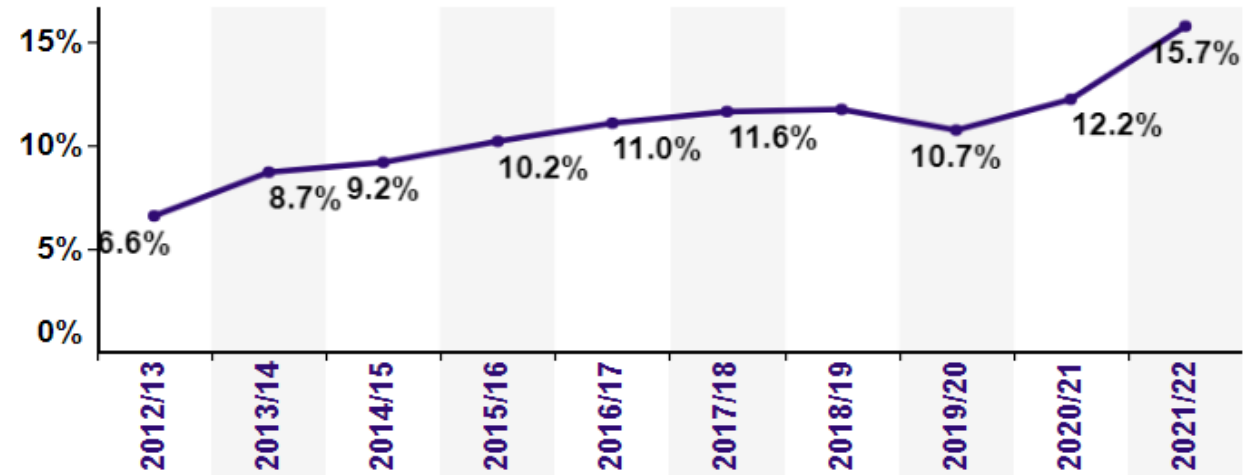
Becci Metcalfe

Locality Manager
Skills for Care
(Eastern Region)

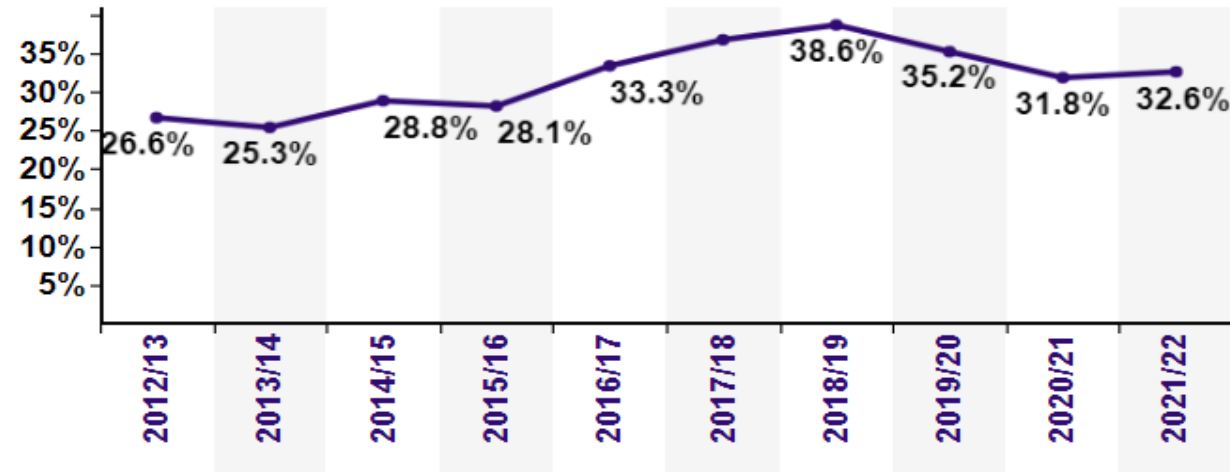


Vacancies & Turnover Rates

Vacancy Rates



Turnover Rates



Where to find...

Skills for Care has a vast range of resources, and information.





Better hiring toolkit

In partnership with a range of sector experts, we've created the 'Better hiring toolkit' to provide simple guidance to support you to obtain and provide effective references and conduct information.

Social care staff and volunteers provide support for some of the most vulnerable people in society and it's vital that referencing procedures are effective and robust to make sure that you're recruiting safely and fairly.

Take a look at our website which contains lots of useful information and resources to support you in the application and selection process.

[Find out more](#)



International recruitment support

Recruiting internationally is a great way to find skilled and diverse workers, but employers often tell us they have trouble navigating the legalities of recruiting internationally

Our international recruitment webpage has a range of resources including:

- Webinar recordings
- Guidance and checklist for gathering and assessing criminal record information including displaced people
- Links to other useful sources of information including
 - Overseas recruitment bite-size guide
 - Code of practice for international recruitment
 - Ethical recruiters list
 - Government guidance
 - Pastoral care guide for international recruitment



www.skillsforcare.org.uk/Internationalrecruitment

Wellbeing and Resilience



[Back to menu](#)

Wellbeing

Wellbeing sector stories

Wellbeing resource finder

Building resilience

[Home](#) > [Support for leaders and m...](#) > [Managing people](#) > [Wellbeing](#)



Jane Trundle

Head of Learning and Development



Hertfordshire Community
NHS Trust





Apprenticeships in the NHS

Oliver Inwards, Apprenticeships Relationship Manager (East of England)



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 [NHSCareers](https://www.youtube.com/NHSCareers)

 0345 60 60 655



Careers in health and social care

[Health Careers](#)

NHS Login / Register

Working in health ▾ Take our careers quiz Explore roles ▾ Career planning ▾ We are the NHS ▾ Contact us

Home > Explore roles > Wider healthcare team > Roles in the wider healthcare team > Administration

[Back to Explore roles](#)

Wider healthcare team

Roles in the wider healthcare team

Administration

Clerk

Health records staff

Administration

NHS administrative staff provide business support to clinical and non-clinical staff.

The NHS has to be well-organised and keep detailed records of patients and staff. Patients and other organisations need to be able to contact the NHS, to see or speak to the right person who can give them the help they need. That could be booking an appointment, getting advice or paying an invoice.

National Careers Service

[Explore careers](#) Skills assessment Find a course Contact us Action plans

BETA Complete an independent survey to [give us feedback](#) about our website.

Seasonal work: advice for finding work this summer

Home > [Explore Careers](#) > Social care

Social care

Accommodation warden

Property manager, hall manager

Accommodation wardens manage the day-to-day running of services like sheltered housing, youth hostels and student flats.

[Social care | Explore careers](#)
nationalcareers.service.gov.uk

healthcareersuk

@healthcareers

advice@healthcareers.nhs.uk

@HealthCareersUK

NHSCareers

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Background and context

- Big Employers have an Apprenticeship Levy which pays the course fees
 - Smaller employers only pay 10% of the apprenticeship fees
- Or funds can be transferred between employers.

Many qualifications are now offered as apprenticeships



What is an apprenticeship?

- Hands on experience and training plus vocational learning
- 80% on the job
- 20% off the job
- Paid (at least National Minimum Wage for apprenticeships)
- Set period of time (1-6 years)
- Open to anyone over the age of 16
- Can achieve a qualification



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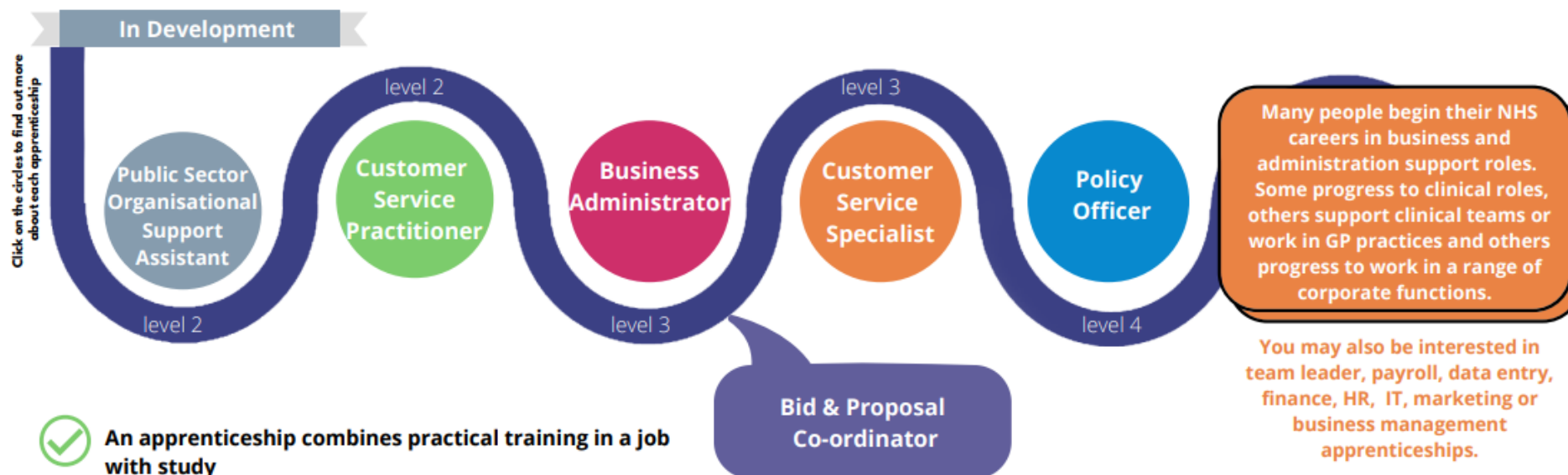
Apprenticeship Myths



- *“Apprenticeships are for plumbers or hairdressers”*
- *“Apprenticeships are for people who aren’t academic”*
- *Apprenticeships are just for young people*
- *“Apprentices get paid peanuts”*
- *“Graduates earn more than apprentices”*
- *“Apprenticeships don’t lead to jobs”*
- *“Apprentices make the tea”*

APPRENTICESHIP STANDARDS IN BUSINESS & ADMINISTRATION SUPPORT

Career progression is not linear. You can step in or out at any point depending on your experience, career goals. You must check that you meet the entry requirements for the apprenticeship you select.



- ✓ An apprenticeship combines practical training in a job with study
- ✓ Apprentices are employed and receive a salary
- ✓ Full-time apprentices are entitled to a minimum of 6 hours per week 'off the job' training time as part of their job.*
- ✓ If not already achieved apprentices will undertake maths and English qualifications
- ✓ A qualification taken during an apprenticeship is equal to the same qualification taken elsewhere
- ✓ Depending on the apprenticeship, upon successful completion, apprentices may be eligible to apply for professional registration

*The off the job minimum requirement for a part-time apprentice remains unchanged at 20% of their normal working hours. The new 'off the job' hours policy change only applies to new starts from 1 August 2022.



[APPLY ON
NHS JOBS](https://nhs.uk/jobs)

[RESOURCES
AVAILABLE ON
HASO](#)



[HEALTHCAREERS
INFORMATION ON
JOB ROLES AND MORE](#)

[HEE TALENT
FOR CARE](#)



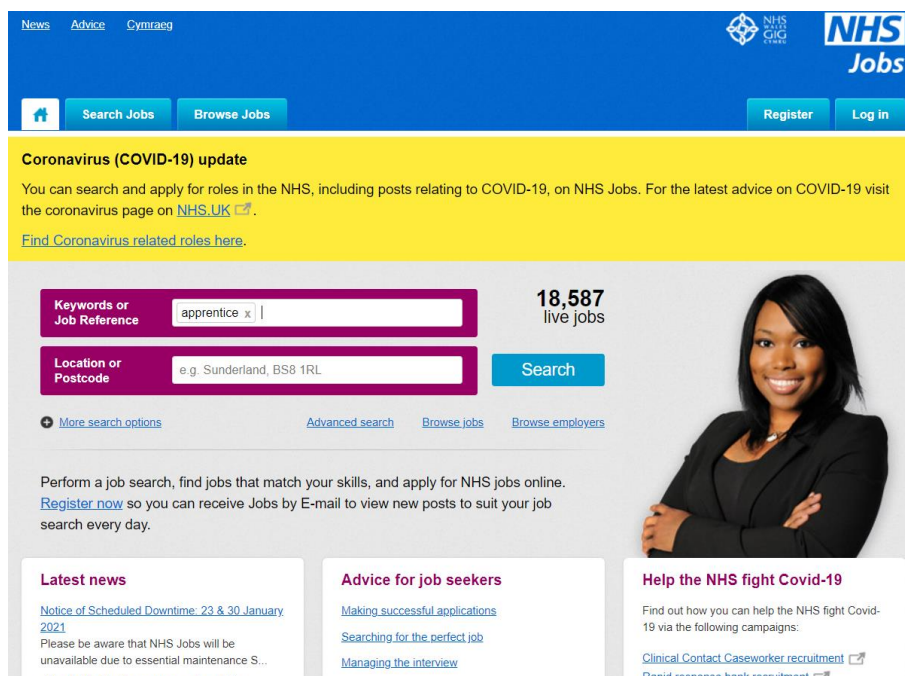
How do I get onto an apprenticeship?

- Many apprenticeships are recruited to from within the existing workforce
- Talk to your manager about opportunities
- Sign up for alerts from local employer sites



How do I apply?

- [Staff Hub \(healthierfuture.org.uk/\)](https://healthierfuture.org.uk/)
- <https://www.jobs.nhs.uk/>
- <https://www.gov.uk/apply-apprenticeship>



The screenshot shows the NHS Jobs website. At the top, there's a blue header with 'NHS Jobs' and navigation links like 'News', 'Advice', and 'Cymraeg'. Below this is a yellow banner for 'Coronavirus (COVID-19) update'. The main search area has a purple box with 'Keywords or Job Reference' (containing 'apprentice x') and 'Location or Postcode' (containing 'e.g. Sunderland, BS8 1RL'). A 'Search' button is next to it. To the right of the search box, it says '18,587 live jobs'. Below the search box are links for 'More search options', 'Advanced search', 'Browse jobs', and 'Browse employers'. On the right side of the search area is a photo of a smiling woman. At the bottom, there are three sections: 'Latest news' with a link to 'Notice of Scheduled Downtime', 'Advice for job seekers' with links to 'Making successful applications', 'Searching for the perfect job', and 'Managing the interview', and 'Help the NHS fight Covid-19' with links to 'Clinical Contact Caseworker recruitment' and 'Rapid response bank recruitment'.



HERTFORDSHIRE AND WEST ESSEX
HEALTH AND CARE ACADEMY



Staff Development

The staff hub is a new and innovative area for our staff where they can find information on health and well being and access leadership and development training opportunities.

[LOGIN >](#)

Register with us

Benefits of registering:

- Apply for development opportunities
- Apply for CPD
- Apply for Apprenticeships
- Hear real stories from others
- Add bookings and reminders
- Track programmes online



[REGISTER NOW >](#)

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Useful things to know

- You can apply for more than one apprenticeship at a time
- The apprenticeship must be significant new learning for you
- Option to gain maths and English qualifications
- Contact training department/speak to line manager and education provider



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 0345 60 60 655



Want to find out more?

- **Ask questions** via comments

- **Visit** our websites:

www.stepintothenhhs.nhs.uk (bite-sized info for school students)

www.healthcareers.nhs.uk (detailed careers info, course finder, health careers quiz, resources etc.)

- **Search** and **apply**:

www.jobs.nhs.uk/

www.gov.uk/apply-apprenticeship

- **Visit:**

www.amazingapprenticeships.com/

www.haso.skillsforhealth.org.uk/

@ advice@healthcareers.nhs.uk

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NHSCareers

Comfort Break



Una Monaghan

Clinical Lead for Health Inequalities lead HCT



Hertfordshire Community
NHS Trust



Reasonable adjustments

- Why do they matter?

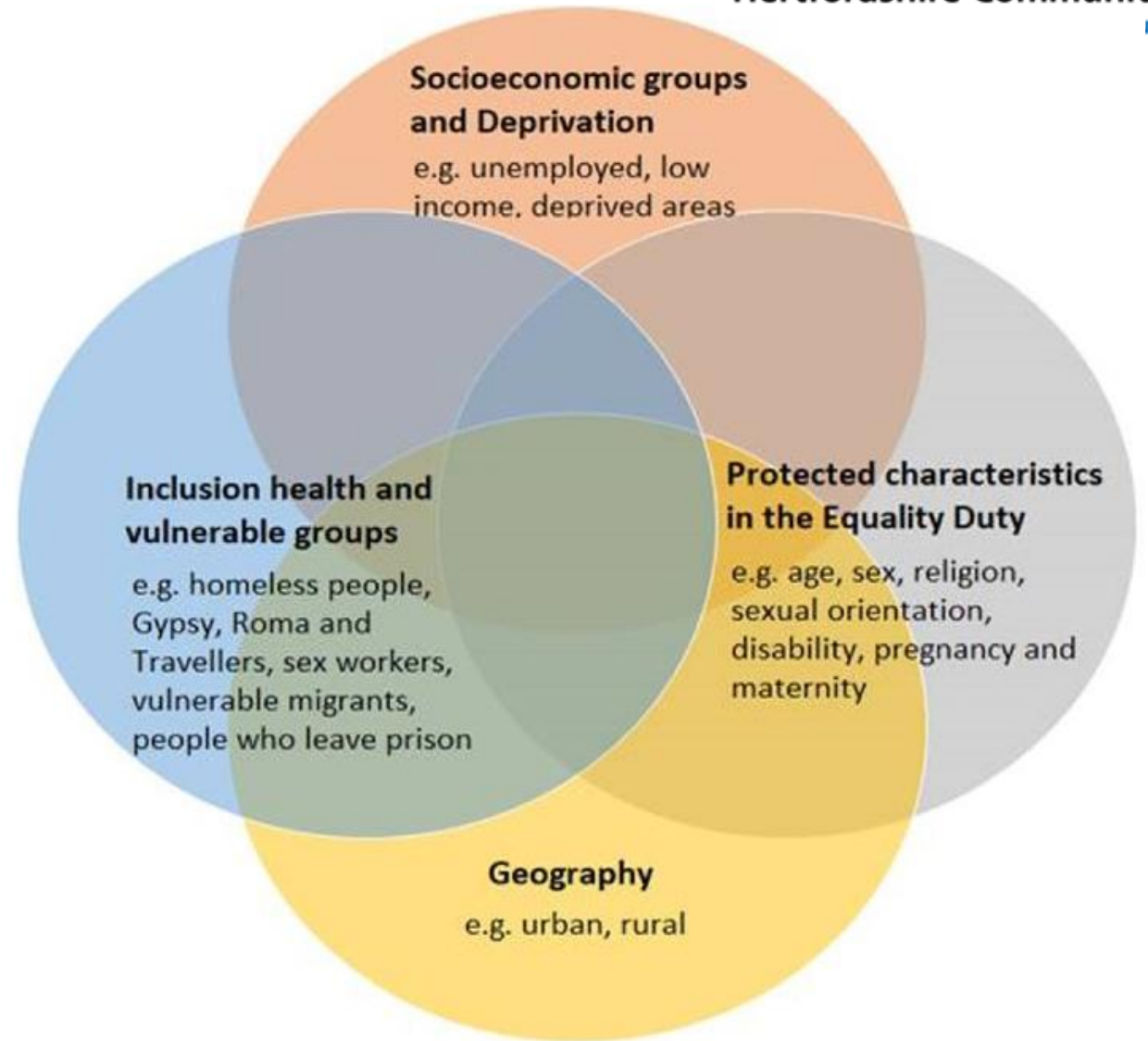
Una Monaghan Clinical Lead for
Health Inequalities lead HCT
8th June 2023

Health inequalities.

Health inequalities are **unfair** and avoidable differences in health across the population, and between different groups within society

Health inequalities arise because of the conditions in which we are born, grow, live, work and age

These conditions influence our opportunities for good health by affecting our individual behaviours and actions; this in turn impacts on our physical health and wellbeing.



It's complicated!

People experience different combinations of these factors, which has implications for the health inequalities that they are likely to experience.

This means that people grouped according to one factor, such as disabled people or people from a particular ethnic background, will not all experience the same level of health inequalities. There will be a lot of variation and differing degrees of risk.

Ultimately this makes health inequalities quite complex and difficult to understand.

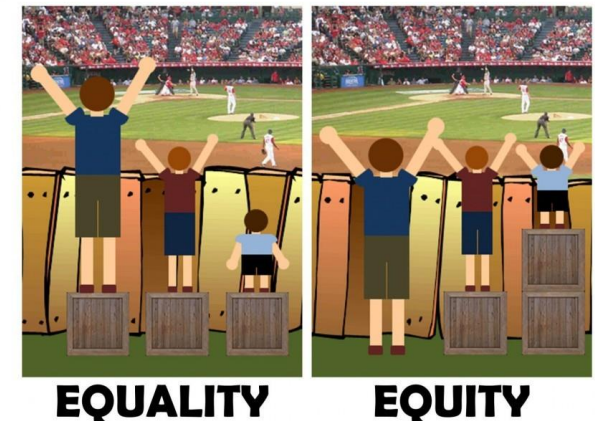


“Underserved” individuals and communities

HCT is committed to support individuals from vulnerable groups and those with protected characteristics such as gender or race. The Trust recognises that these groups have often been designated as “hard to reach” but are determined to engage and listen, recognising that individuals are often “underserved” rather than hard to reach. The Trust is committed to long term engagement and a co-production approach to tackle health inequity for all our under served populations.

Inequity refers to a lack of justice or fairness.

Health Inequities are avoidable and are the underlying cause of all health inequalities.



How do we measure health inequalities?



- **Differences in life expectancy:** Gap in life expectancy between most and least deprived areas in Hertfordshire is estimated to be 6.9 years (males) and 5.7 years (females)
- **Differences in healthy life expectancy:** People in the most deprived areas spend nearly 1/3 of their lives in poor health, compared to 1/6 in the least deprived areas
- **Difference in healthy weight** Rates of obesity and severe obesity in children living in the most income deprived areas entering Reception and Year 6 are rising, while the rates are decreasing in the least income deprived areas in England
- **Differences in avoidable deaths:** women in deprived areas are 3.5 times more likely to die from avoidable causes.
- **Differences in experience of long term health conditions:** People in lower socio-economic groups or people from ethnic minority groups are more likely to have long term health conditions with those identifying as white Gypsy and Irish Traveller reporting the poorest health
- **Inequalities in mental ill health:** Data suggests demand for mental health services is higher from more deprived communities. Children from households in the bottom fifth of income distribution are over **four times more likely** to experience severe mental health problems than those in the highest fifth

A place to start

Using Reasonable adjustments.....



Our Quality Priority: the importance of reasonable adjustments

At HCT we have made ensuring we all use reasonable adjustments in our day to day interactions with our patients and service users a quality priority.

Initially we are focusing on the learning disability and autistic community.

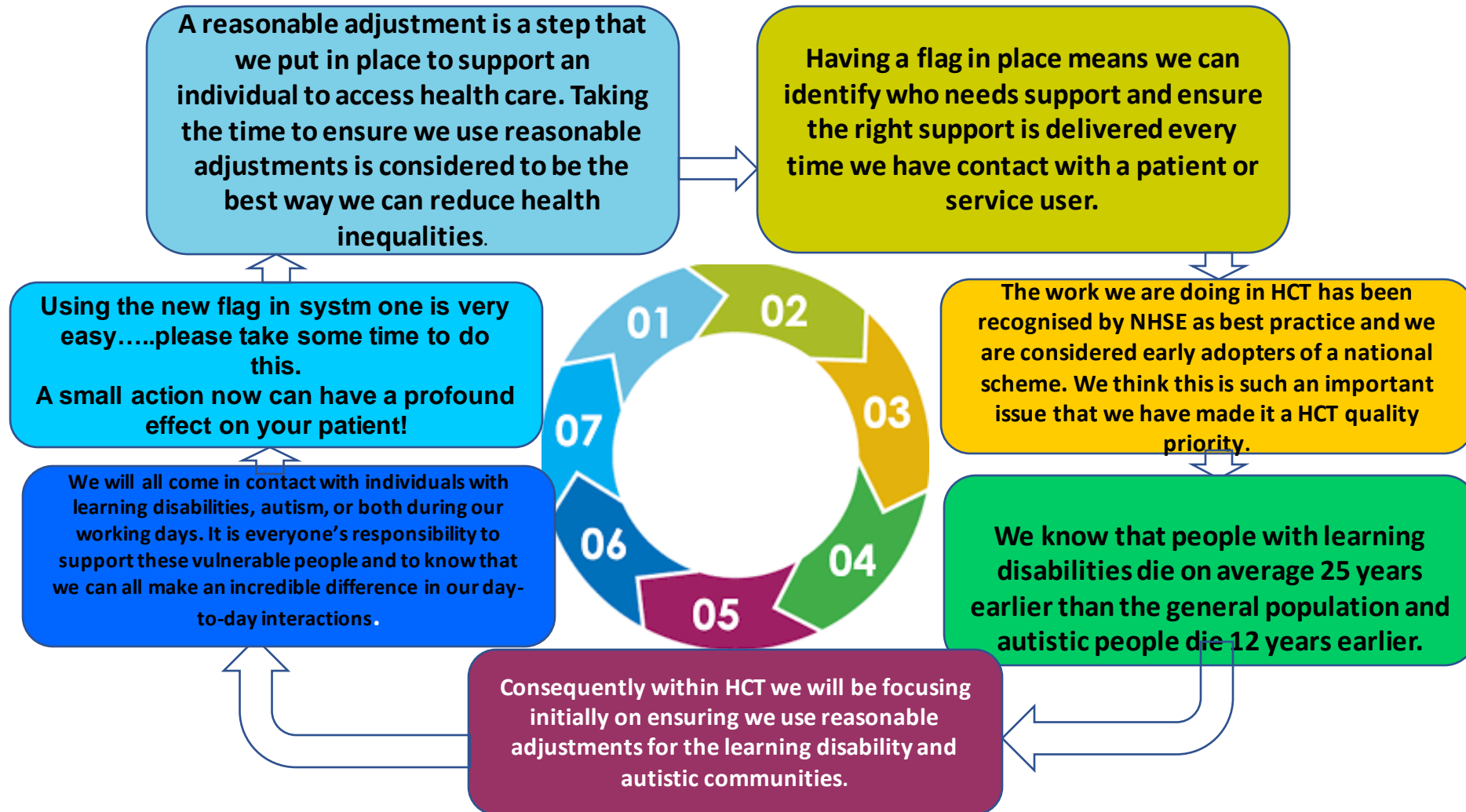
Using the reasonable adjustment flag is an easy way to share ideas about reasonable adjustments.



<https://youtu.be/gUHHoZZcUTo>



Reasonable adjustments: why they matter



Reasonable adjustments mean...

The small step that makes a difference for that person...

- Listening
- Asking
- Noticing
- Feeling safe
- The environment

Taking time

.....making a difference!



Reasonable Adjustment Examples

We provide a laminated photo of a dog at each appt (helps stop her pseudo seizures as she focuses on the picture instead). She also likes to have a certificate of encouragement after each appt.

Allow patient to explore the clinical setting before appointment. Allow patient to watch YouTube videos during appointment where possible.

Play nursery rhyme CD in surgery to make patient more comfortable.

Pt feels at ease while watching videos on snakes at their appointment

Physical disability

ASD

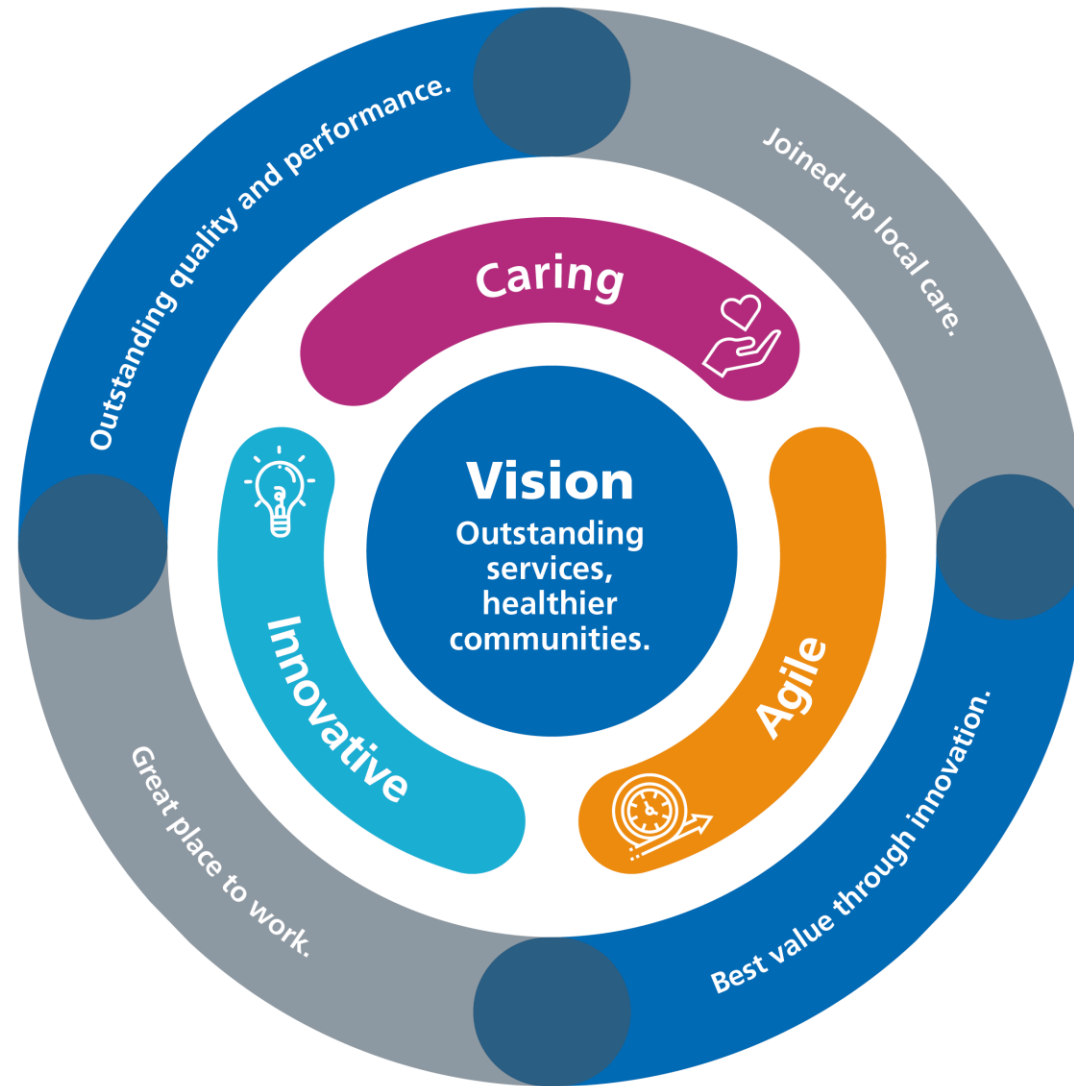
<Patient> has a diagnosis of autism. He communicates verbally but can have difficulties expressing himself if he becomes distressed. He has phobias of insects which causes anxiety. He needs to be supported by someone known to him at all times so that they can provide lots of reassurance to help calm him down.

School holiday appts only as pt gets very anxious about missing school

Avoid leaving things within reach of patient as they will put in their mouth. Do not use cotton rolls.

Thanks for listening.





Bhavisha Dave

Consultant Clinical Psychologist, Clinical
Lead

Lydia Frost

Assistant Psychologist

here for you 



Here For You Staff Support Service

Lydia Frost

(Assistant Psychologist)

Bhavisha Dave

(Consultant Clinical Psychologist, Clinical Lead)

Here For You – supporting your staff and your teams in Hertfordshire & Essex

Staff support service for all health, social care and voluntary/not-for-profit health and care related staff

Offer rapid clinical assessments, signposting, therapy, reflective sessions, training, webinars.

How to contact us?



Website- self refer

<https://www.hereforyou.info/self-referral>



Website

<https://www.hereforyou.info/contact>



Call us:

[0344 257 3960](tel:0344 257 3960)



Email us:

hereforyou@nhs.net

Main Themes: Individuals

Burnout, compassion fatigue, moral injury, change fatigue, rumination

Low mood, depression, anxiety linked to organisational changes, grief, cost of living worries

PTSD spectrum: from sub-threshold PTSD symptoms and signs to complex PTSD

Main Themes: Teams

Loss of team identity, fragmentation (managers vs staff or between colleagues), disconnect, grief, trauma

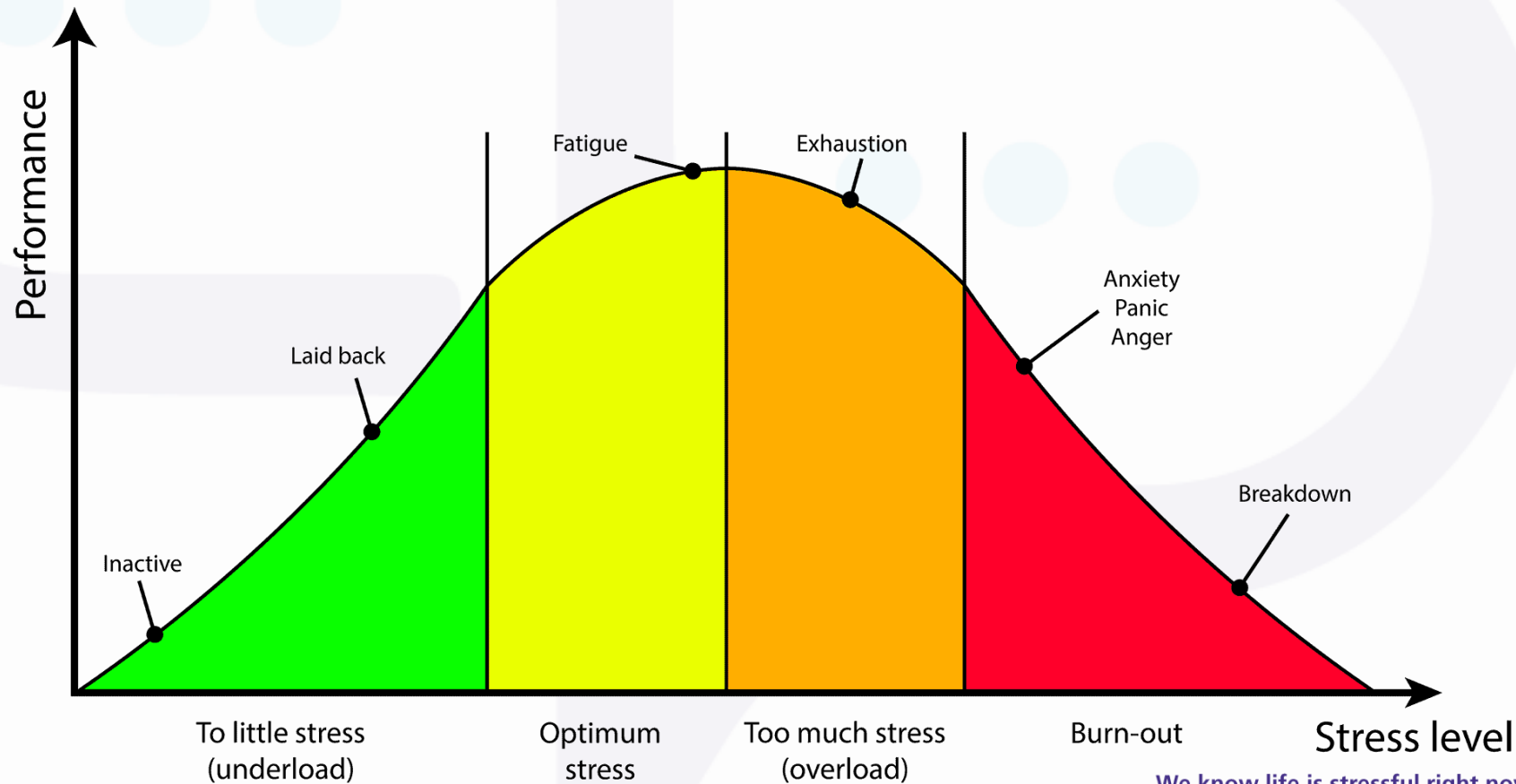
Varying levels of productivity; lack of resources; lack of guidance; lack of clear communication, lack of control or consistency

Bullying (from Avoidance to stigmatising use of OH),
Return to Work challenges

Here For You – Staff Support Service

Staff Users Experiences - Create and share your videos with Clipchamp

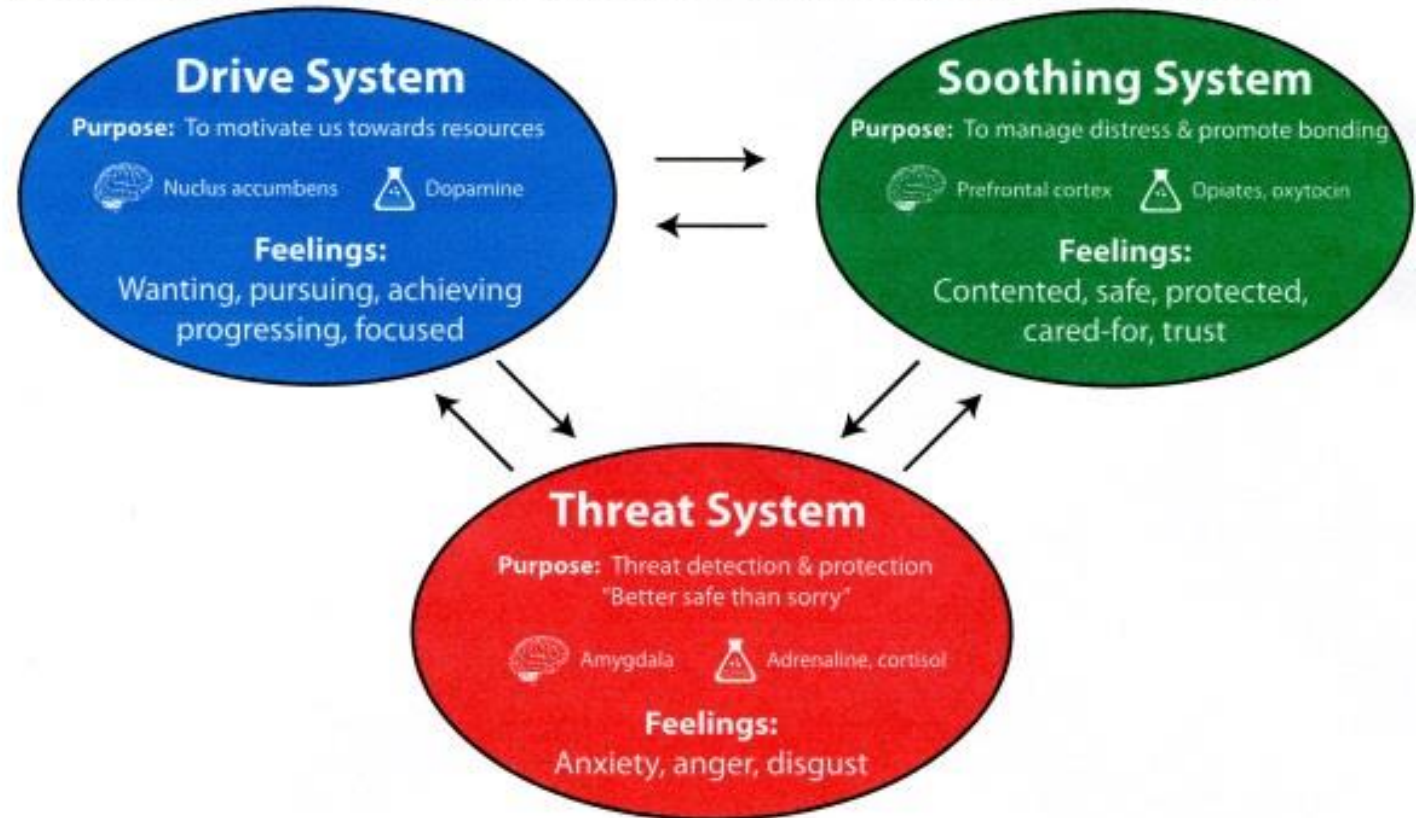
Stress Curve



Understanding our responses

Emotional Regulation Systems

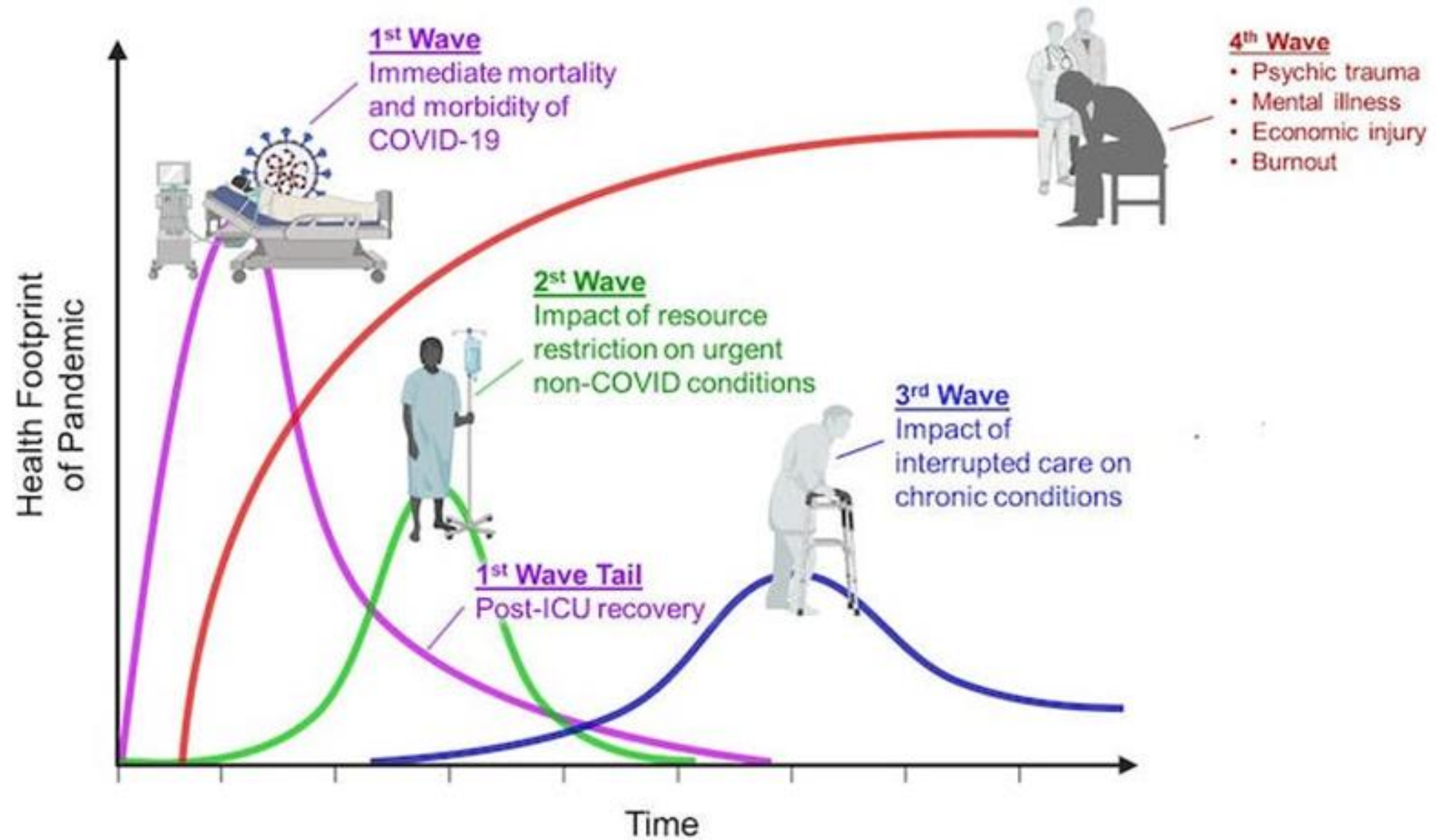
Paul Gilbert's evolutionary model proposes that human beings switch between three systems to manage their emotions. Each system is associated with different brain regions and different brain chemistry. Distress is caused by imbalance between the systems, often associated with under-development of the soothing system.



PSYCHOLOGYTOOLS

Adapted from: Gilbert, P. (ed) (2005). *Compassion: Conceptualisations, Research and Use in Psychotherapy*. Routledge.

<http://psychologytools.com>



How to contact us?



Website- self refer
<https://www.hereforyou.info/self-referral>



Website
<https://www.hereforyou.info/contact>



Call us:
[0344 257 3960](tel:0344 257 3960)



Email us:
hereforyou@nhs.net

Davyd Strahan-Hughes

Leadership and Commercial Education Manager





resilience

[ri-zil-ee-uhns] *noun*

the capacity of a person to maintain their core purpose and integrity in the face of dramatically changed circumstances.

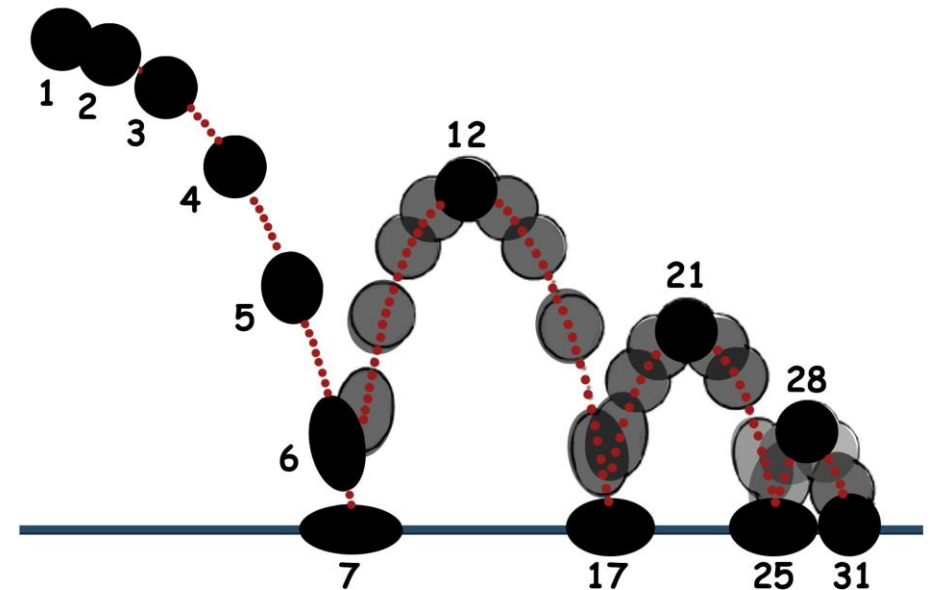
- Davyd Strahan-Hughes
- Leadership Education Manager
- dsh@hcpa.co.uk





"Resilience is not about avoiding adversity, but about facing it head-on, learning from it, and using that experience to become even stronger." - Unknown

**Resilience is the
ability to adapt
bounce back
and thrive
in the face of
challenges
setbacks
and pressure.**



Benefits of resilience in career development:

- Increased confidence and self-belief.
- Better ability to navigate change.
- Enhanced problem-solving and decision-making skills.
- Improved stress management.



Challenges and Pressures in Career Development

- **Deadlines and workload.**
- **Uncertainty and change.**
- **Job insecurity.**
- **Work-life balance.**



Strategies for Building Resilience

- **1. Cultivating a growth mindset.**
- **2. Building a support network.**
- **3. Setting realistic goals and maintaining focus.**
- **4. Practicing self-care and stress management techniques.**



1. Recall a specific challenge or setback you have faced in your career.
2. Write down how you overcame or could have overcome the challenge.
3. Share your experience with the table.





TEAM BUILDING TOOL

Lunch



Career Conversations

Jane Trundle

Head of Learning and Development



Hertfordshire and
West Essex Integrated
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Career Conversations

Jane Trundle

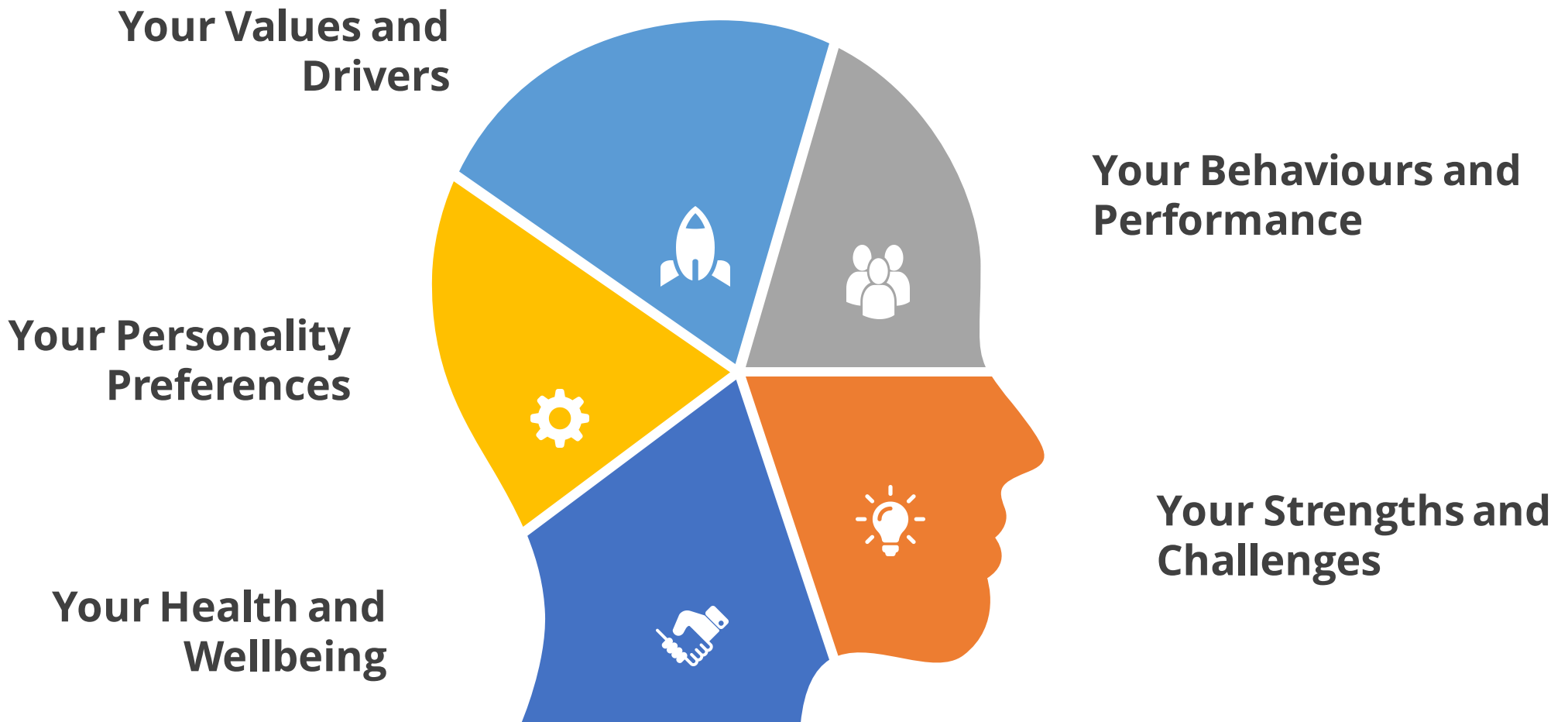
Head of Learning and
Development



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What Matters to Me



Your Career History

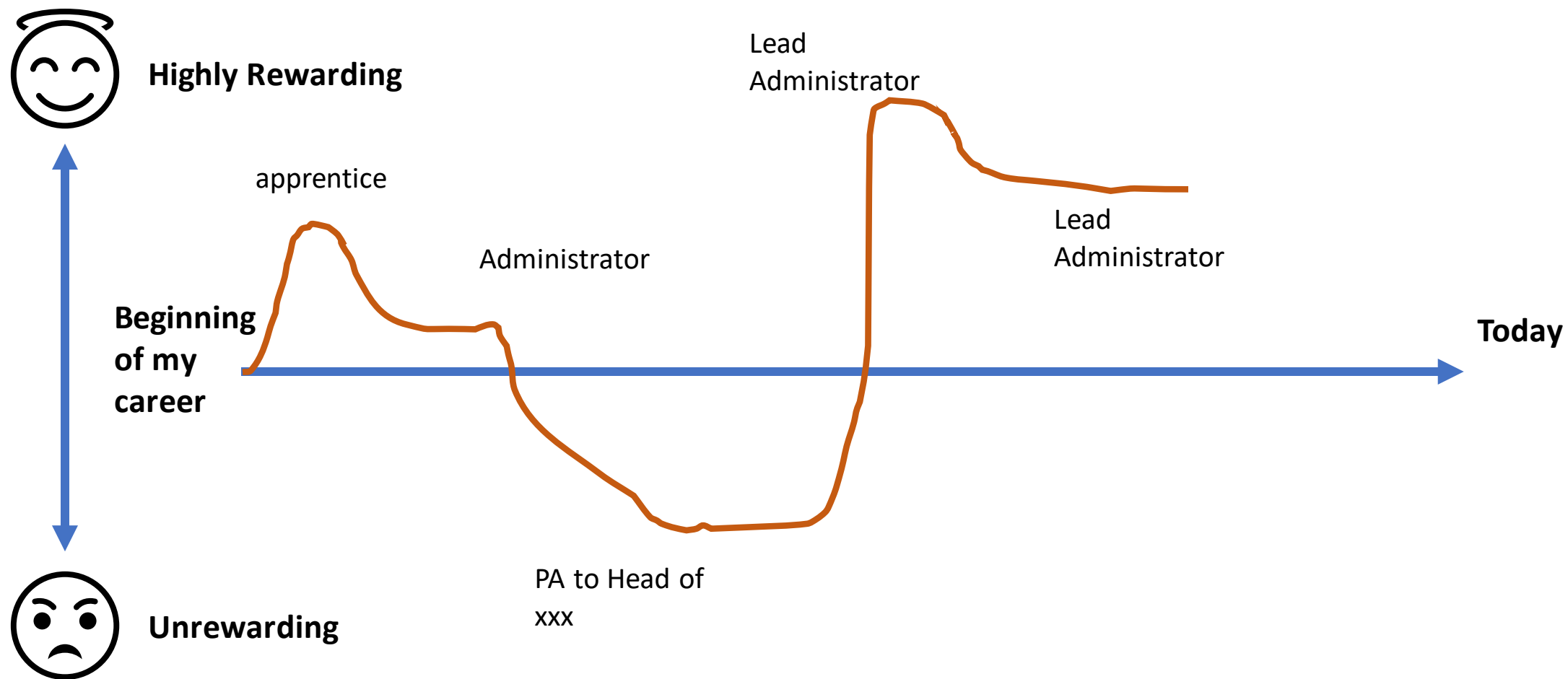




Sketchnote by [@anujmagazine](#)

based on a tweet by [@ValaAfshar](#)

Your Career History



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What does this tell you? Are there any themes?

What do the high points in my career have in common?

What do the low points in my career have in common?

What does this mean my current job and next job?



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Your Current Role

What do you like about your current role?

What don't you like about your current role?

What would improve your satisfaction in your current role?



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Bringing it together



Something I have learnt
about myself today

Something I have
decided about my
working life

Something I am going to
do after today

Thank you for attending

Herts and West Essex ICS-
Administration and Clerical Role
Celebration Event



Your feedback is important to us, please can we
ask for a moment of your time to scan the QR code and fill out our short form.

